



LEROY D. BACA, SHERIFF

**County of Los Angeles**  
**Sheriff's Department Headquarters**  
**4700 Ramona Boulevard**  
**Monterey Park, California 91754-2169**



September 11, 2009

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

Dear Supervisors:

**INCREASE THE MAXIMUM WORK ORDER AMOUNT  
FOR THE AUTOMATED CIVIL ENFORCEMENT SYSTEM REQUIREMENT  
DEFINITION PROJECT**

**SUBJECT**

This letter is to notify your Board that the Los Angeles County Sheriff's Department (Department) intends to hire three additional contract analysts, through Internal Services Department (ISD) Information Technology Support Services Master Agreement (ITSSMA). These analysts will work on the Automated Civil Enforcement System (ACES) requirement definition and Request for Proposal (RFP), which will increase the current work orders related to ACES from \$300,000 to \$600,000.

Recently, the Los Angeles County (County) Auditor-Controller found several deficiencies with the Department's Modified Automated Process and Accounting System (MAPAS) and has recommended immediate modifications be made. Since the Department is in the process of replacing MAPAS, the additional contract analysts will help expedite the RFP process to implement the new system.

In accordance with the ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000. There is no net County cost, as funding is totally covered by revenue generated from the performance of civil and criminal process services.

*A Tradition of Service*

## BACKGROUND

The Department's Civil Management Unit (CMU) currently utilizes MAPAS as a case management system to automate activities associated with the service and/or enforcement of various court orders and judicial processes. MAPAS interfaces with the County Auditor-Controller when receiving and disbursing millions of dollars collected pursuant to court orders.

Using the Sheriff's Data Network (SDN), MAPAS is utilized at 21 CMU branch offices situated throughout the County and has been in production for more than 20 years. Department personnel use MAPAS at an additional 20 courthouse locations to process mechanical violations.

MAPAS is a legacy system that is difficult to use, does not address all of the Department's business requirements, is costly to modify and maintain, is not Web enabled, cannot work in a mobile environment, and is approaching its end of life, all of which adversely impact CMU's efforts to provide quality service to the public.

ACES will replace MAPAS using new technologies and re-engineered employee workflows to better meet current business requirements and new requirements associated with an enhanced internet presence such as e-commerce. CMU's current Website will be enhanced to accept and send electronic court documents, fee payments, and collected funds.

The Department is in the process of completing the ACES requirements and RFP to obtain a vendor that would complete the development of ACES.

## SCOPE OF WORK

The scope of work includes:

- Review and document the current MAPAS system;
- Gather, document, and validate CMU's functional, non-functional and technical requirements;
- Assist in developing the Statement of Work for the RFP for ACES;
- After vendor selection, analysts will verify requirements are met by the vendor's submitted design.

JUSTIFICATION

MAPAS is outdated and inefficient requiring a large amount of data entry, which is costing the Department hundreds of hours of overtime each month. The new ACES system will streamline the data entry and civil enforcement processing, saving time and effort of data entry. The additional analysts will allow us to expedite the development of the RFP and the new replacement system.

In addition, MAPAS has been audited by the County Auditor-Controller and many critical recommendations were made. Many of these recommendations are not feasible with the current MAPAS system. ACES is needed as quickly as possible to fully comply with the County Auditor-Controller's recommendations. The additional contract analysts will assist in the design verification process resulting in expediting the completion and implementation of ACES.

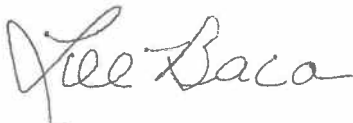
FISCAL IMPACT

This increases the Work Order amount by \$300,000 to a total Work Order amount not to exceed \$600,000. There shall be no County cost incurred; the contract will be funded by the CMU's special funds designated specifically for civil process automation.

CLOSING

Pursuant to ITSSMA policies and procedures, the Department will proceed with the ISD Work Order in two weeks, unless otherwise instructed by your Board. Should additional information be required, your staff may contact Lieutenant Marie Hannah, Civil Management Unit, at (626) 300-3107.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leroy D. Baca". The signature is fluid and cursive, with the first name "Leroy" and last name "Baca" clearly distinguishable.

LEROY D. BACA  
SHERIFF